

The TRS is available 24 hours per day, 365 days a year with a blockage rate of 1/100 and has emergency power available for recovery of service. The Next Available Assistant (NAA) feature described in Attachment B assures instantaneous service recovery.

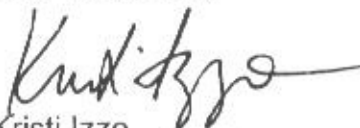
Finally, New Jersey's TRS program meets all functional minimum standards. A \$500,000 annual outreach effort is part of the program to assure public awareness of the TRS. Rates for this service are functionally equivalent to voice communications services. Traditional discounts are also available for those individuals who use TTYs or computers to communicate when using the TRS. Complaints regarding TRS are handled by the BPU in accordance with established procedures contained in its Rules of Practice. Complaints regarding TRS are handled by the Division of Customer Assistance and the Telecommunications Division of the BPU. These work units have direct contact with the service provider on a continuing basis.

Enforcement of all standards is accomplished by the terms of the service agreement between the service provider and the BPU. Furthermore, the BPU has also established a relay advisory board with members from the BPU, the Attorney General's Office, the Division of Ratepayer Advocate, the State Division of the Deaf, AT&T (the service provider is a non-voting participant), Verizon New Jersey (the largest LEC), and several representatives of the deaf community. This advisory board meets quarterly and provides the BPU and AT&T with a consumer's view of how well the system is operating.

In addition to satisfying and/or improving upon all certification criteria as outlined above, we also certify that the provision of Telecommunications Relay Service in New Jersey does not raise any conflict with any federal law.

The BPU stands ready to submit any additional information as may be required for certification.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Kristi Izzo', with a long horizontal flourish extending to the right.

Kristi Izzo
Secretary of the Board

KI/BG/ac